## How You Can Use the NVC Process

<table>
<thead>
<tr>
<th>Clearly expressing how <strong>I am</strong> without blaming or criticizing</th>
<th>Empathically receiving how <strong>you are</strong> without hearing blame or criticism</th>
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</thead>
<tbody>
<tr>
<td><strong>OBservations</strong></td>
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</tbody>
</table>
| 1. What I observe (see, hear, remember, imagine, free from my evaluations) that does or does not contribute to my well-being:  
“*When I see/feel* . . .” |
| 1. What you observe (see, hear, remember, imagine, free from your evaluations) that does or does not contribute to your well-being:  
“When you see/feel . . .”  
(Sometimes unspoken when offering empathy) |
| **feelings** |
| 2. How I feel (emotion or sensation rather than thought) in relation to what I observe:  
“I feel . . .” | 2. How you feel (emotion or sensation rather than thought) in relation to what you observe:  
“You feel . . .” |
| **needs** |
| 3. What I need or value (rather than a preference, or a specific action) that causes my feelings:  
“... because I need/value . . .” | 3. What you need or value (rather than a preference, or a specific action) that causes your feelings:  
“... because you need/value . . .” |
| **requests** |
| 4. The concrete actions I would like taken:  
“Would you be willing to . . .?” | 4. The concrete actions you would like taken:  
“Would you like . . .?”  
(Sometimes unspoken when offering empathy) |

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